

FIG. 1A

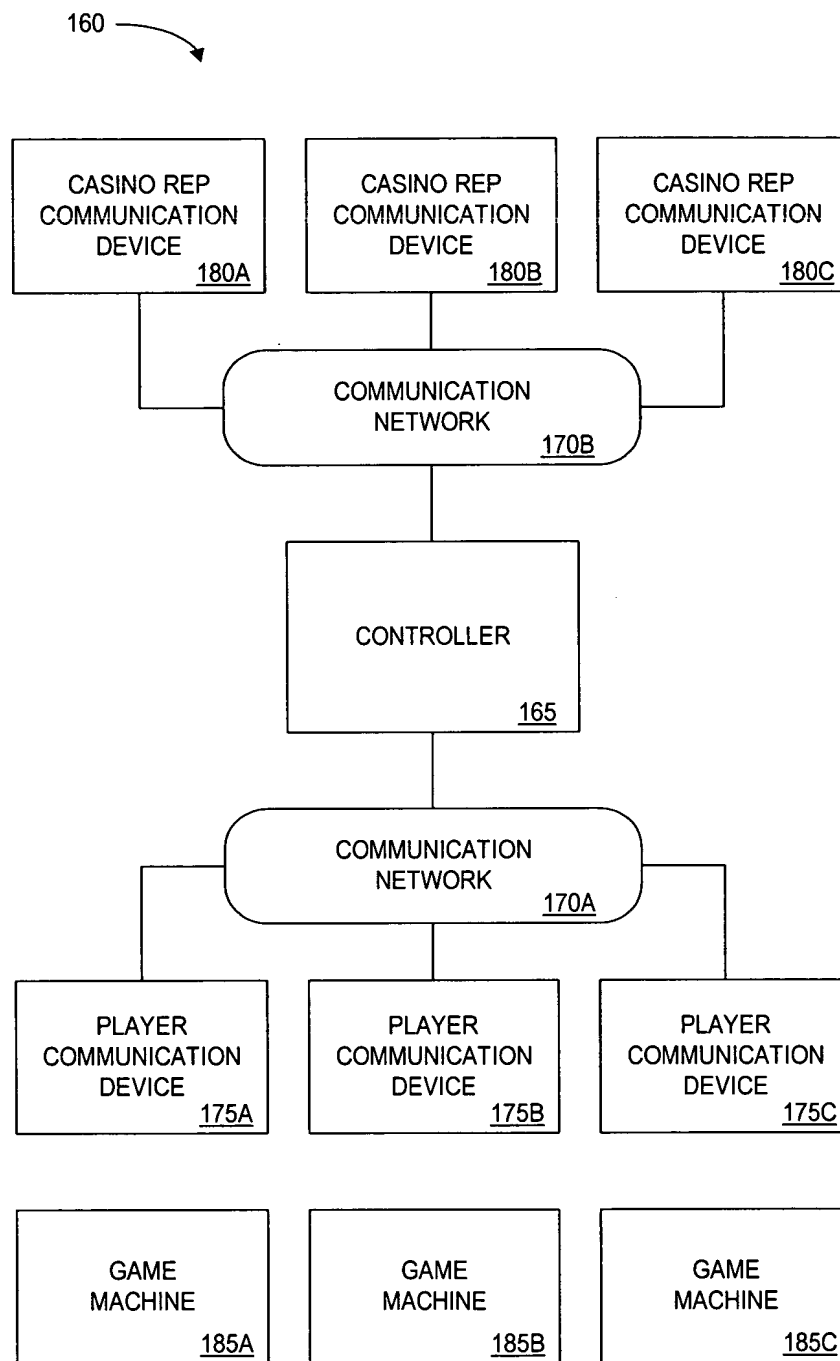


FIG. 1B

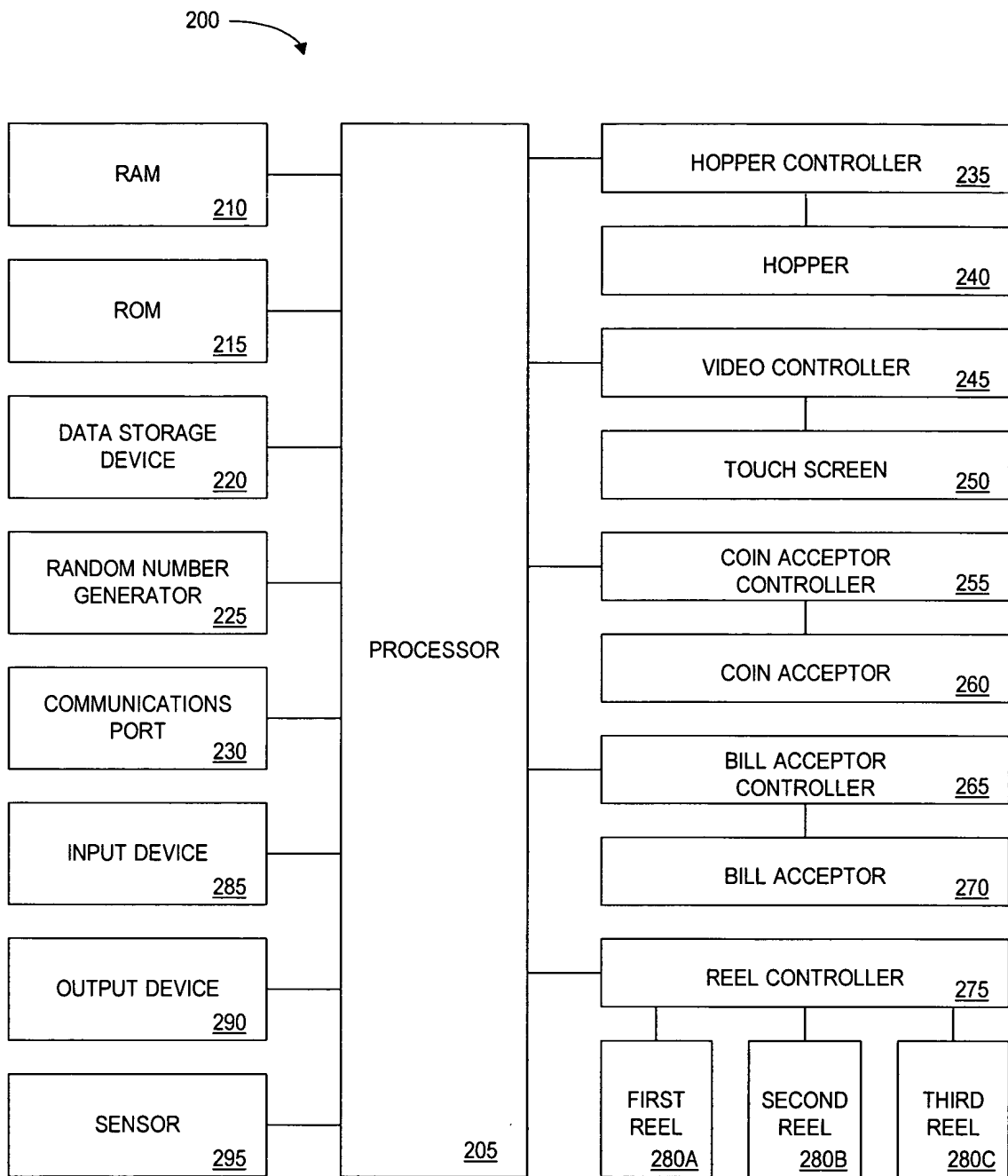


FIG. 2

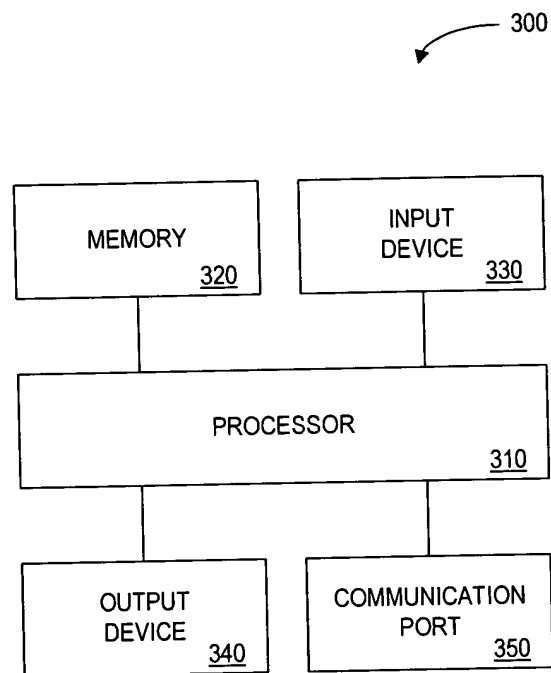


FIG. 3

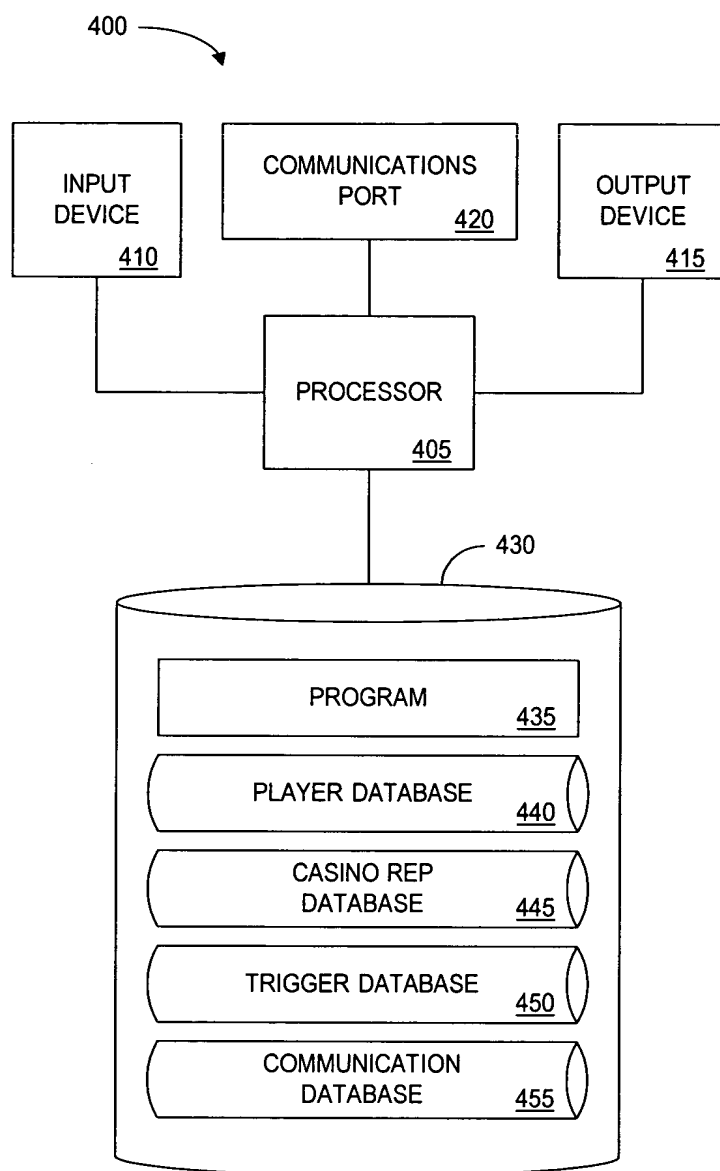


FIG. 4A

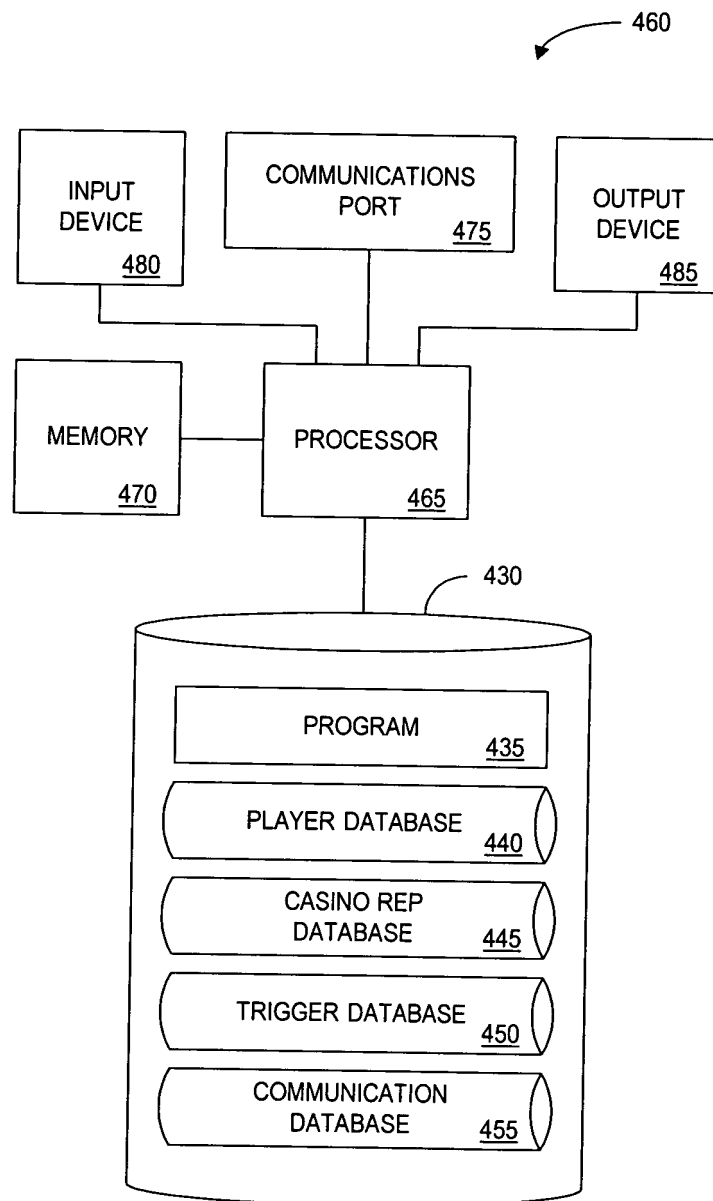


FIG. 4B

500

PLAYER IDENTIFIER	NAME	COMP POINTS	CURRENT ACTIVITY	NOTES
510 PLAYER-1-02834555	520 ANNE RED	530 1,846 POINTS	540 OPERATING SLOT MACHINE #12	550 ENJOYS TRAVELLING, HAS VISITED MEXICO THREE TIMES IN LAST YEAR
560 PLAYER-2-02834555	JEFF YELLOW	8,902 POINTS	OPERATING VIDEO POKER MACHINE #57	AGE 66, RETIRED MECHANICAL ENGINEER, LOVES GADGETS
565 PLAYER-3-02834555	JIM BLUE	579 POINTS	OPERATING SLOT MACHINE #81	AGE 27, AVID READER OF SCIENCE FICTION BOOKS AND COMIC BOOKS
570 PLAYER-4-02834555	ANONYMOUS	N/A	OPERATING SLOT MACHINE #175	N/A
575 PLAYER-5-02834555	JOHN GREEN	2,984 POINTS	OPERATING COMP KIOSK #82	JUST BOUGHT A NEW HOUSE, HAS A SIX MONTH OLD BABY
580 PLAYER-6-02834555	MARY PURPLE	3,371 POINTS	PLAYING AT BLACKJACK TABLE #23, POSITION #2	AGE 25, ENJOYS MOUNTAIN BIKING, DRIVES A 1983 TOYOTA TERCEL

FIG. 5

600

CASINO REP IDENTIFIER 610	NAME OF CASINO REP 620	SPECIALTY / TRAINING 630	CURRENT ACTIVITY 640
C-REP-1-14379051	ALICE	PRESENTING OFFERS AND BONUSES TO PLAYERS	ASSISTING PLAYER-1-02834555
C-REP-2-14379051	BOB	REMOTE ALTERATIONS TO GAME MACHINES; TYPES 80 WORDS PER MINUTE	ASSISTING PLAYER-2-02834555
C-REP-3-14379051	CARL	INSTRUCTION AND EDUCATION ABOUT BONUS ROUND MACHINES	ASSISTING PLAYER-4-02834555
C-REP-4-14379051	DIANA	SPEAKS SPANISH FLUENTLY, CUSTOMER ACQUISITION OFFERS	NOT BUSY
C-REP-5-14379051	EDWARD	OFFERS RELATING TO TABLE GAMES, OFFERS TO WEALTHY PLAYERS	ASSISTING PLAYER-6-02834555
C-REP-6-14379051	FRED	CONFLICT MANAGEMENT, DEALING WITH ANGRY PLAYERS	NOT BUSY

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FIG. 6

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TIME WHEN TRIGGER OCCURRED	710	TRIGGER THAT CAUSED PLAYER TO BE SELECTED	720	PLAYER IDENTIFIER	730
1:30PM 6/3/2002		PLAYER INDICATED THAT HE WOULD LIKE TO EARN MORE CREDITS		PLAYER-1-02834555	
1:32PM 6/3/2002		PLAYER INSERTED \$50 BILL INTO VIDEO POKER MACHINE AND PLAYER HAS AT LEAST 5000 COMP POINTS		PLAYER-2-02834555	
1:35PM 6/3/2002		PLAYER REQUESTED A TOUR OF SLOT MACHINE		PLAYER-4-02834555	
1:35PM 6/3/2002		CURRENT TIME OF DAY IS AFTER 6PM, AT LEAST 30 HOTEL ROOMS ARE UNOCCUPIED, AND PLAYER IS NOT STAYING AT THE HOTEL		PLAYER-5-02834555	
1:37PM 6/3/2002		PIT BOSS INDICATED THAT PLAYER SHOULD RECEIVE AN OFFER		PLAYER-6-02834555	

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FIG. 7

800

COMMUNICATION DEVICE	DESCRIPTION OF COMMUNICATION	PLAYER	CASINO REP
TELEPHONE ON SLOT MACHINE #12	CASINO REP OFFERS PLAYER 100 CREDITS TO SIGN UP FOR A NEW CREDIT CARD	PLAYER-1-02834555	C-REP-1-14379051
CELLULAR PHONE BELONGING TO PLAYER-2-02834555	CASINO REP OFFERS PLAYER 1 FREE COIN FOR EVERY 2 MINUTES THAT HE KEEPS HIS CREDIT BALANCE ABOVE 200 COINS	PLAYER-2-02834555	C-REP-2-14379051
VIDEO PHONE ATTACHED TO SLOT MACHINE #81	NOT IN USE	N/A	N/A
TOUCH SCREEN AND AUDIO SPEAKER ON SLOT MACHINE #175	CASINO REP INSTRUCTS PLAYER ON HOW TO OPERATE SLOT MACHINE	PLAYER-4-02834555	C-REP-3-14379051
COMP KIOSK #82	WAITING FOR NEXT AVAILABLE CASINO REP	PLAYER-5-02834555	UNASSIGNED
PORTABLE PHONE AT BLACKJACK TABLE #23	CASINO REP OFFERS PLAYER 20 CHIPS FOR AGREEING TO TEST DRIVE A FORD SOMETIME IN THE NEXT 30 DAYS	PLAYER-6-02834555	C-REP-5-14379051

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FIG. 8

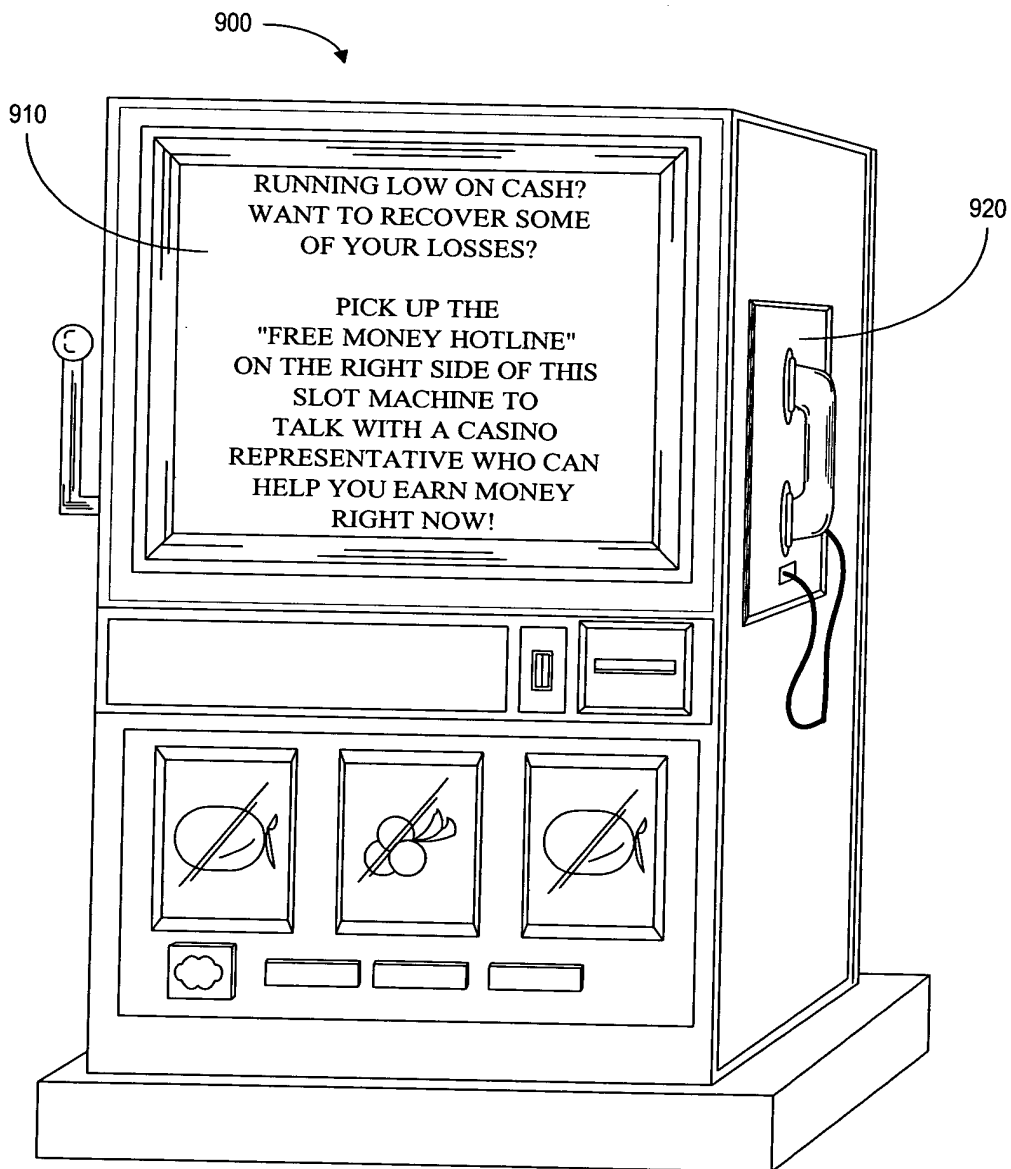


FIG. 9A

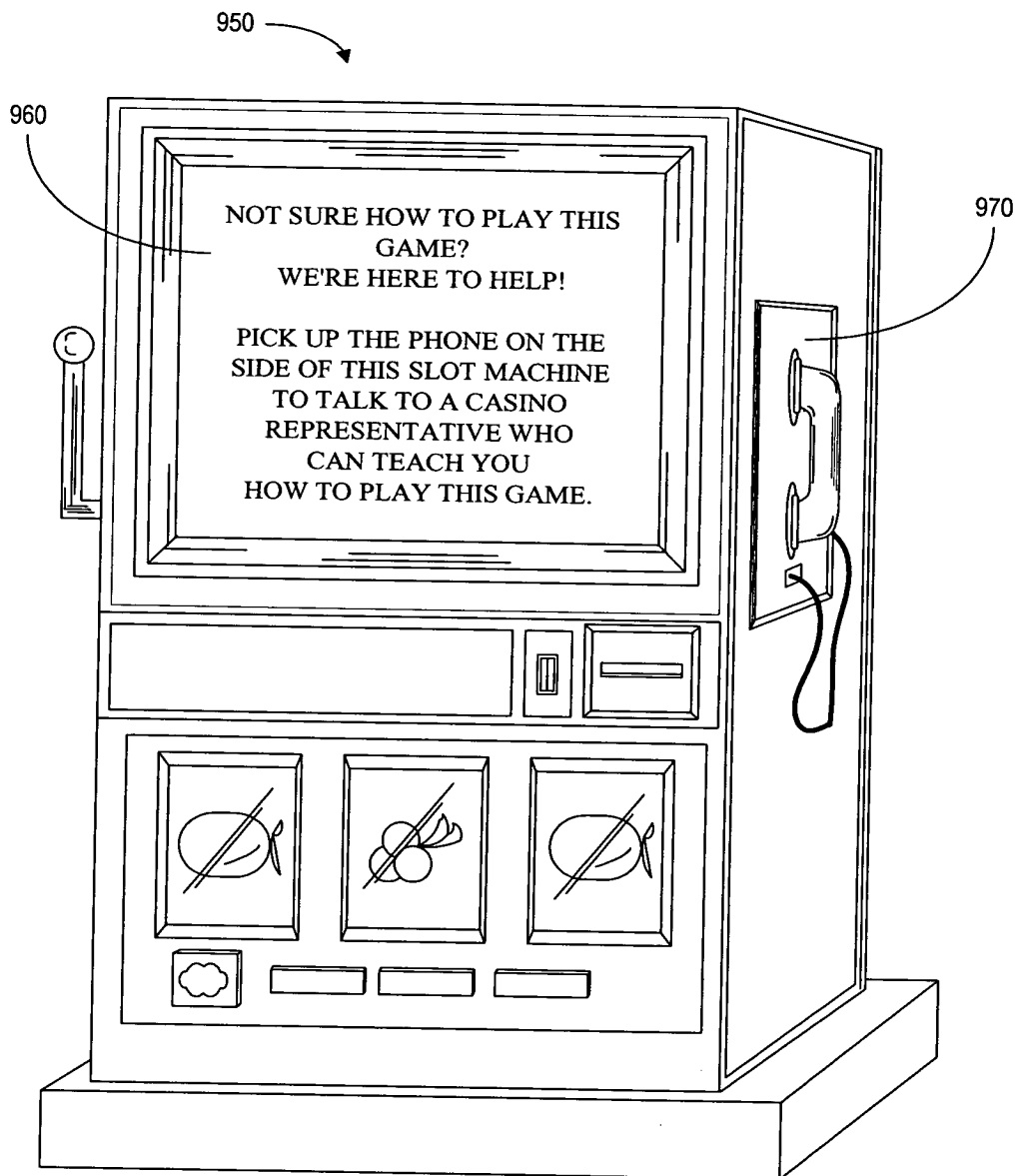


FIG. 9B

1000

1010

RUNNING LOW ON CASH?
WANT TO RECOVER SOME OR YOUR LOSSES?
JUST CALL THE "FREE MONEY HOTLINE" FROM ANY CELL PHONE
AT 1-800-555-1234
TO TALK WITH A CASINO REPRESENTATIVE WHO CAN HELP YOU
EARN MONEY RIGHT NOW!

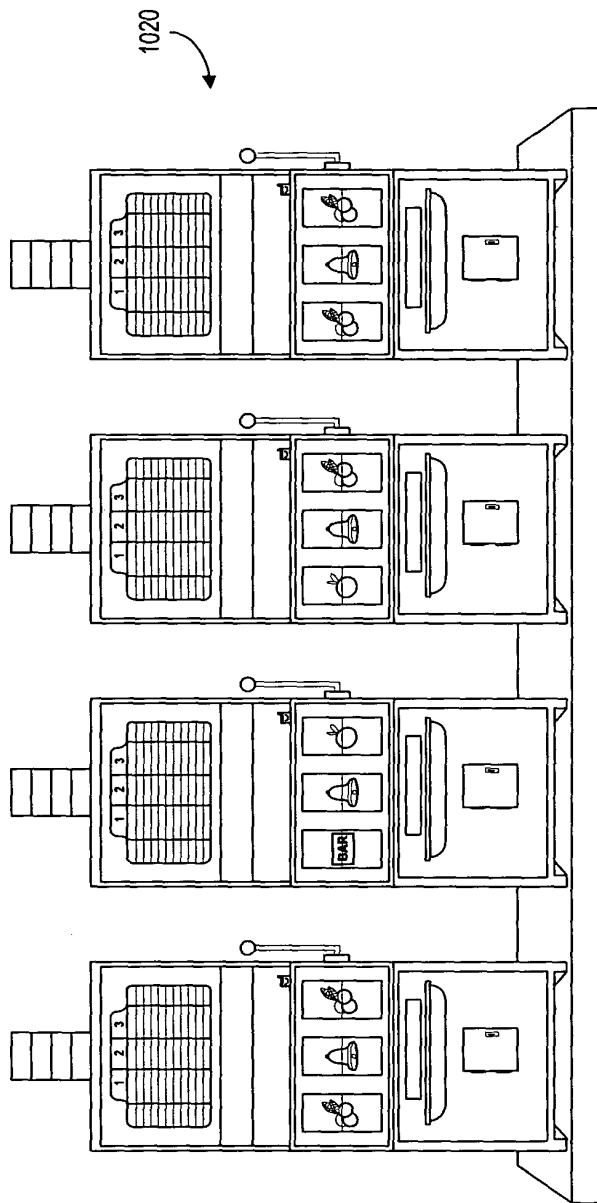


FIG. 10

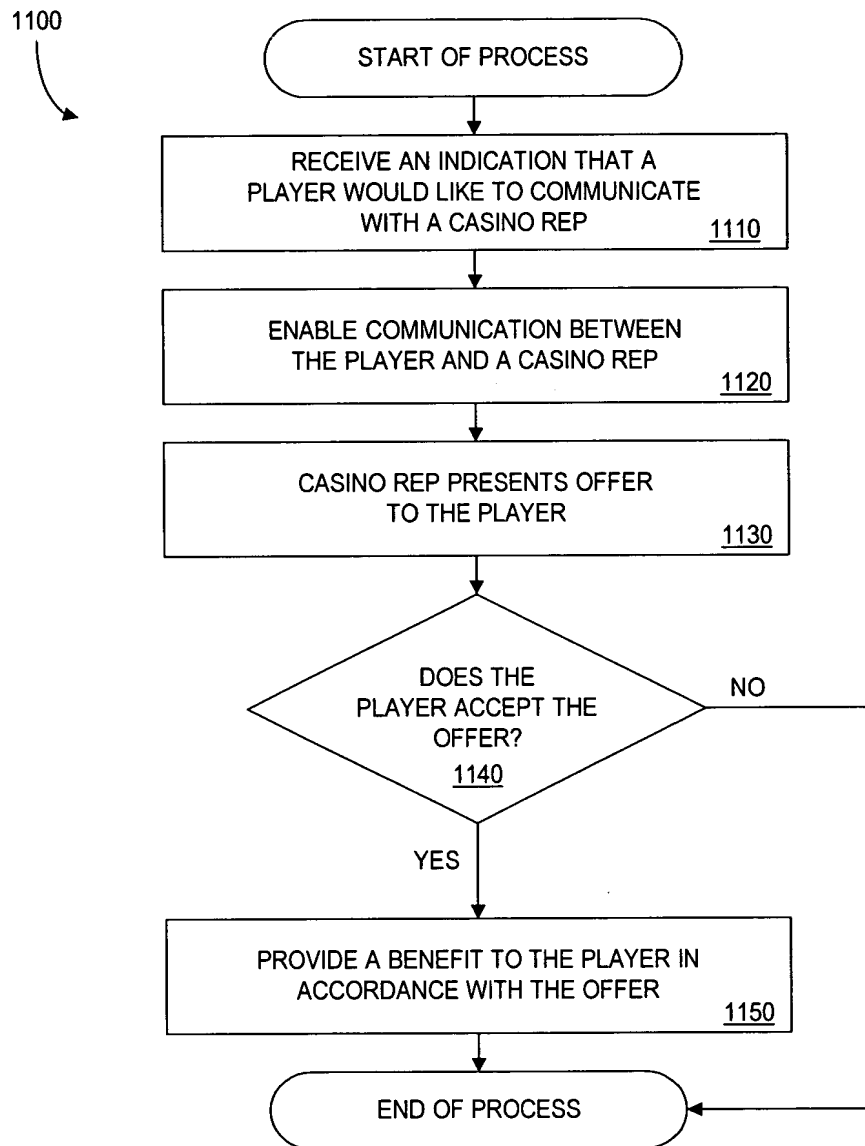


FIG. 11

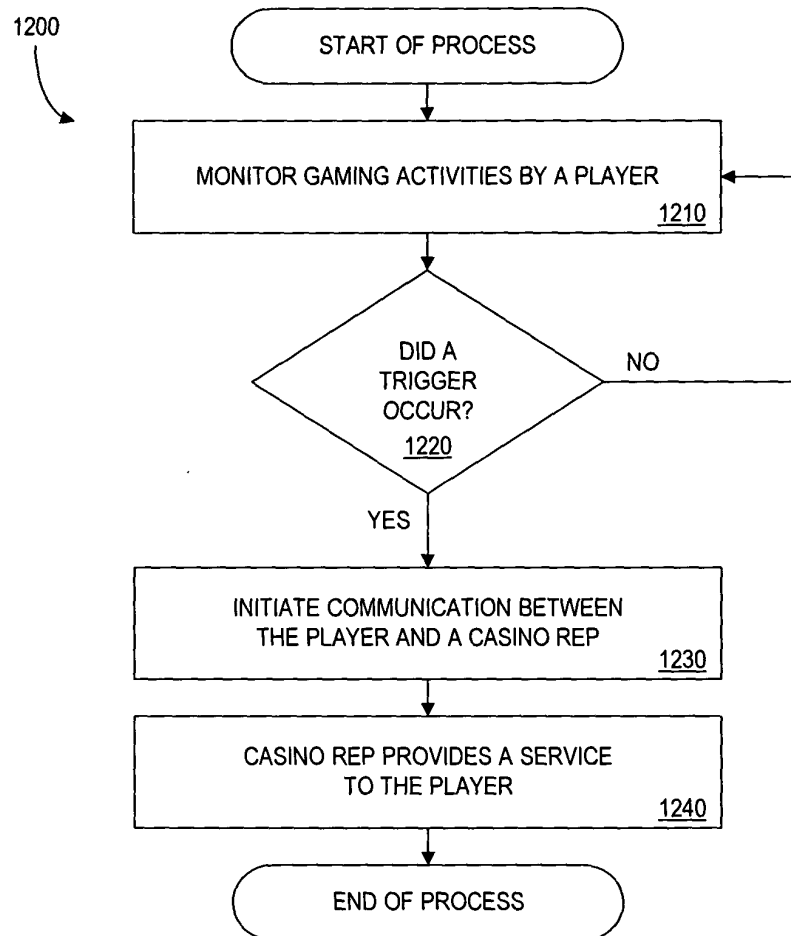


FIG. 12

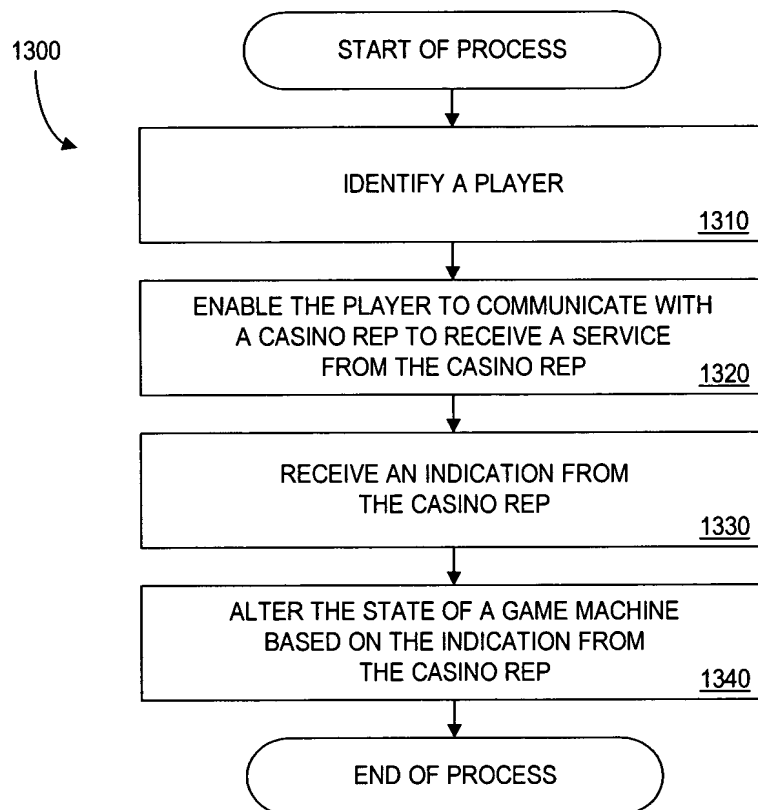


FIG. 13

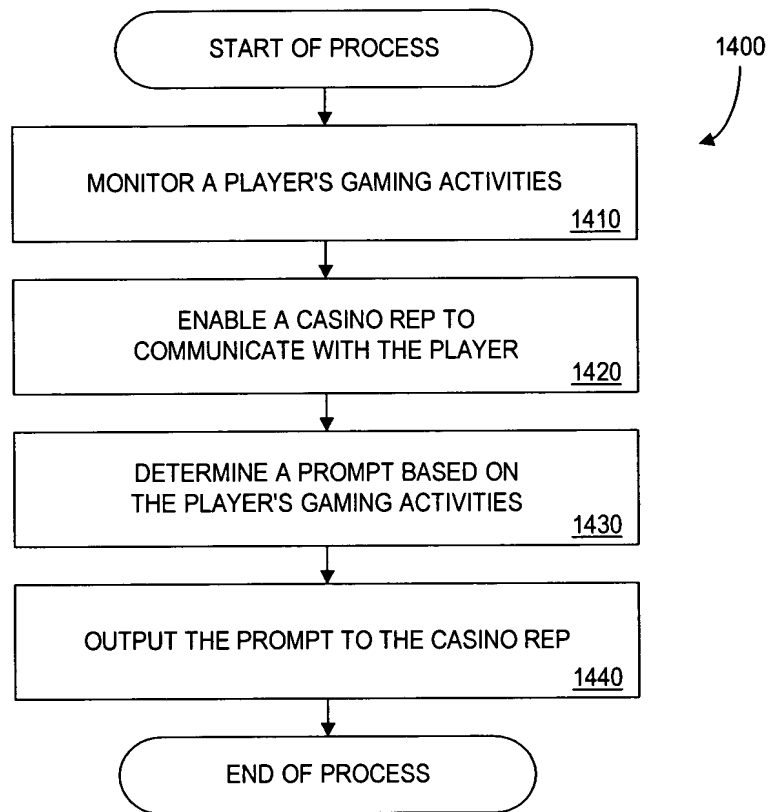


FIG. 14